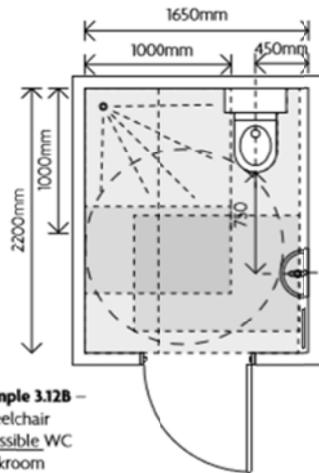


ACCESS AUDIT REVIEW	
Venue	Locking Hill Surgery
Date	21/03/2019
Assessor	Christian Drewitt, Molly Parker and Tasha Everall

1.	<p>Parking</p> <p>There is limited parking at the surgery with no disabled bays. When I arrived the car park was full so I parked in Merrywalks car park which is about a 10 minute walk away. However, there are two disabled bays at the top of Lansdown Road which is about 150 yards from the surgery. Both routes could be challenging for people with limited mobility due to there being a steep decline towards the surgery on Locking Hill road and a steep incline through the shopping centre.</p> <p>Recommendations</p> <ul style="list-style-type: none"> • At least one disabled parking bay is required to meet minimum requirements of the Equality Act. For information the British Standards Institution recommends that 5% of total parking spaces are disabled bays, plus one for each disabled member of staff.
2.	<p>Entrance</p> <p>The car park is on a different level to the reception and access can be gained via steps with a bannister to aid with stability. Alternatively, there is a sidewalk along Locking Hill road with a steep incline.</p> <p>There is a clear entrance with double electric doors which takes you into a reception area with two seats and room for a wheelchair.</p> <p>There is a self-check-in monitor immediately to your left when entering the building which was out of order on my visit, however it is too high for wheelchair users or people of smaller stature.</p> <p>To the right is the reception point where a wheelchair user or person of smaller stature would be able to get the attention of the receptionist, however the counter was quite high.</p> <p>Recommendations</p> <ul style="list-style-type: none"> • At the steps next to the entrance there is a sign that reads “entrance avoiding steps”, however there is a kerb at the start of this route. This should be a drop kerb to enable wheelchair users to take this route. • Self-check-in monitor should be in eye line for a wheelchair user and at a slight upwards tilt so people standing can still use it with ease. • It is important that a reception has at least one low counter so a wheelchair user can communicate with the receptionist easily.

3.	<p>Hearing loop</p> <p>There is a portable hearing loop which is kept behind the reception, however it wasn't working the day that I visited. They are looking into this currently. There is sufficient signage on the entrance and in the reception area.</p> <p>Recommendations</p> <ul style="list-style-type: none">• Please update us when there are any changes and we will be happy to amend this report.
4.	<p>Male disabled toilet</p> <p>There is both male and female disabled toilets in the reception area with clear signage.</p> <p>The dimensions of the room for the male disabled toilet meets minimum requirements meaning it is easy to turn around in and there is space for an assistant. However, the width of doorway is below minimum requirements at 720mm.</p> <p>The door is lightweight with an easy to use lock, however there is no coat hook on the inside.</p> <p>There is an emergency pull cord situated next to the sink which would not be within reach from the toilet. The sink and soap dispenser are at a suitable height for a wheelchair user or person of smaller stature, however the hand dryer is too high.</p> <p>There is no handrail on the wall next to the toilet meaning a transfer would be difficult and the handrail on the door is too high at 1250mm.</p> <p>Recommendations</p> <ul style="list-style-type: none">• Toilets should be in the waiting area as opposed to the reception for ease of access for patients with limited mobility.• For information, the minimum requirement for a disabled toilet is 1650mm x 2200mm.



Example 3.12B –
Wheelchair
accessible WC
cloakroom

- The doorway width measures at 720mm, however the minimum requirement for a disabled toilet doorway is 950mm.
- The rings on the emergency pull cord are at the correct height, however it would be recommended that pull cord is situated closer to the toilet.
- The handrail on the door should be 650mm high to meet requirements.
- There should be a handrail on the wall next to the toilet to enable easy transfer from a wheelchair.

5. **Female disabled toilet**

The dimensions of the room for the female disabled toilet is slightly under minimum requirements however there is space for a wheelchair and an assistant. The doorway is just short of minimum requirements with a width of 920mm. The door is lightweight with an easy to use lock, however there is no coat hook on the inside. There is an emergency pull cord situated next to the toilet which only had one pull ring and was 440mm off the ground which is too high. The sink and soap dispenser are at a suitable height for a wheelchair user or person of smaller stature and the handrail is at a suitable height. There are sufficient handrails at the toilet for easy transfer.

Recommendations

- The same dimension recommendations apply for both the male and female disabled toilets.
- The bins are on the transfer side of the toilet and should be moved to the other side so a wheelchair can fit next to the toilet.
- There should be two rings on an emergency pull cord. The first ring should be within 100mm from the floor and the second ring should be between 800mm and 1000mm from the floor.
- The GDASS leaflets pinned next to the door are too high for a wheelchair user or person of smaller stature.

6.	<p>Waiting area</p> <p>There is easy access around the waiting area and plenty of space to manoeuvre a wheelchair with ease. There is a table with leaflets on which is at a lowered height. There is good lighting and it was a peaceful environment during my visit and there is clear signage into the waiting area and then into the consultation rooms.</p> <p>Recommendations</p> <ul style="list-style-type: none">• The waiting area could have two chairs removed so a wheelchair can fit, although it is recognised that there is space below the posters if needed.• A sign indicating the exit into the reception from the waiting area would be useful.
7.	<p>Consultation rooms</p> <p>The hallway to the consultation rooms is narrow, measuring 960mm and the doorway into the largest doctor's room is 870mm wide. There is a sharp bend on the entrance to the largest doctor's consultation room which would make entry difficult for larger wheelchairs. The room was large enough to fit a wheelchair user and assistant, with plenty of space to manoeuvre.</p> <p>I couldn't gain access to all of the rooms due to them being in use, however I was advised that staff would know to prearrange a larger consultation room when required.</p> <p>Recommendations</p> <ul style="list-style-type: none">• The minimum requirements for a communal hallway is 1200mm.• An unobstructed entry into a consultation room is advised so a wheelchair user can gain access with ease.• It would be recommended to have a hoist within the surgery to aid transfer onto a treatment bed.

8.	<p>Offices</p> <p>I also briefly looked around the office space for staff members, situated downstairs. The offices were not fit for purpose for a wheelchair user that may work there, making it a non-inclusive environment.</p> <p>Recommendations</p> <ul style="list-style-type: none"> • The staff area needs to have level access as well as the patient area to ensure equality when it comes to hiring new staff making employment opportunities fair to all. • The most suitable place for a ramp to be installed within the offices would be from the manager’s office into the staff area of the car park. • There should be a disabled toilet that can be easily accessed for staff members.
9.	<p>Staff training</p> <p>I was warmly welcomed by the Practice Manager, Jenny who is aware of the accessibility issues and keen to take recommendations on board to create an inclusive environment. All staff were polite and friendly making patients feel comfortable. Despite the physical access issues the staff were accommodating, making it an all-round positive experience.</p> <p>The surgery will accommodate you to your particular requirements, if you are unable to get into the surgery because of the access issues then a home visit may be arranged.</p> <p>If the surgery is aware you have a hearing impairment the doctor or nurse will come to collect you from the waiting area.</p> <p>Recommendations</p> <ul style="list-style-type: none"> • All staff should be trained on how to use the hearing loop and ensure it is always plugged in and charged.
10.	<p>Website</p> <p>Recommendations</p> <ul style="list-style-type: none"> • More detailed information is required on the disabled access section as it is not clear that there are multiple access issues. • Key information and tabs need to enlarge when using the accessibility feature.